

| Self Service Measures          | Definition  | Data Source  |
|--------------------------------|---|--|
| <b>Go2WorkSource Usage</b>     |   |  |
| Total User Sessions            | Total User Sessions - "User Sessions" is the number of users. One visit creates one "user session" no matter how many pages are viewed. If you leave the site and then go to the site again later, you create another "User Session", so it's not the number of different users.    | <a href="http://www-application1.wa.gov/webstats/www.wa.gov/esd/2004Apr.htm">http://www-application1.wa.gov/webstats/www.wa.gov/esd/2004Apr.htm</a><br>WebTrends (Change URL to the correct month)<br>("Resources Accessed" then "Top Documents") (Look for http://www.wa.gov/esd/ employment.html) (3rd Column)   |
| Employer User Sessions         | Employer User Sessions - "User Sessions" is the number of users. One visit creates one "user session" no matter how many pages are viewed. If you leave the site and then go to the site again later, you create another "User Session", so it's not the number of different users. | <a href="http://www-application1.wa.gov/webstats/www.wa.gov/esd/2004Apr.htm">http://www-application1.wa.gov/webstats/www.wa.gov/esd/2004Apr.htm</a><br>WebTrends (Change URL to the correct month)<br>("Resources Accessed" then "Top Documents") (Look for http://www.wa.gov/esd/ foremployers.html) (3rd Column) |
| Job Searches                   | Total number of job searches performed on the Go2WorkSource web site.   | <a href="http://esdw2ws.esd.wa.gov/staff/admin/adminhome.htm">http://esdw2ws.esd.wa.gov/staff/admin/adminhome.htm</a><br>Reports - (Change Date) Monthly Activity Report - Job Searches  |
| Resume Searches                | Total number of resume searches performed on the Go2WorkSource web site.  | <a href="http://esdw2ws.esd.wa.gov/staff/admin/adminhome.htm">http://esdw2ws.esd.wa.gov/staff/admin/adminhome.htm</a><br>Reports - (Change Date) Monthly Activity Report - Resume Searches   |
| Job Applications               | Total number of jobs applied for online using the Prospects Folder  | <a href="http://esdw2ws.esd.wa.gov/staff/admin/adminhome.htm">http://esdw2ws.esd.wa.gov/staff/admin/adminhome.htm</a><br>Reports - (Change Date) Monthly Activity Report - Job Applications  |
| Referrals Requested            | Total number of SKIES (WA) jobs applied for online using the Prospects Folder.  | <a href="http://esdw2ws.esd.wa.gov/staff/admin/adminhome.htm">http://esdw2ws.esd.wa.gov/staff/admin/adminhome.htm</a><br>Reports - (Change Date) Monthly Activity Report - Referrals Requested   |
| <b>Administration</b>          |   |  |
| WS Jobs Coded                  | Assigned ONET codes during month.   | Gloria Leonard (gleonard@esd.wa.gov)   |
| WS Resumes Rejected            | Resumes inactivated due to content.   | Gloria Leonard (gleonard@esd.wa.gov)   |
| WS Job Orders Rejected         | False job orders.   | Gloria Leonard (gleonard@esd.wa.gov)   |
| WS Employers Rejected          | Employer registrations rejected.  | Gloria Leonard (gleonard@esd.wa.gov)   |
| AJB Employers Rejected         | Not actual employers.   | Gloria Leonard (gleonard@esd.wa.gov)   |
| New WS Employer Registrations  | Employer registrations posted on the Go2WorkSource web site.  | <a href="http://esdw2ws.esd.wa.gov/staff/admin/adminhome.htm">http://esdw2ws.esd.wa.gov/staff/admin/adminhome.htm</a><br>Reports - (Change Date) Monthly Activity Report - Employers Inserted  |
| New AJB Employer Registrations | Employer registrations posted on the Go2WorkSource web site through the AJB web site.   | Gloria Leonard (gleonard@esd.wa.gov)   |

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|---|---|---|
| WS Help Desk Calls                                      | Number of Go2WorkSource web site help desk calls.   | Diane Elwin (delwin@esd.wa.gov)   |
| Feedback Submittals                                     | Number of emails recorded by the Go2WorkSource Help Desk.   | Diane Elwin (delwin@esd.wa.gov)   |
| Feedback Replies  | Number of emails responded to by the Go2WorkSource Help Desk.   | Diane Elwin (delwin@esd.wa.gov)   |
| Pending List Referrals Approved                         | Number of self-service job applications referred to employers using the Go2WorkSource web site.   | <a href="http://esdw2ws.esd.wa.gov/staff/admin/adminhome.htm">http://esdw2ws.esd.wa.gov/staff/admin/adminhome.htm</a>   |
|   |   | Reports - (Change Date) Monthly Activity Report - Referrals Made  |
| Pending List Referrals Rejected                         | Number of self-service job applications which were rejected and not referred on the Go2WorkSource web site.   | <a href="http://esdw2ws.esd.wa.gov/staff/admin/adminhome.htm">http://esdw2ws.esd.wa.gov/staff/admin/adminhome.htm</a>   |
|   |   | Reports - (Change Date) Monthly Activity Report - Referrals Rejected  |
| Holdings  |   |   |
| New WS Jobs   | New jobs posted on the Go2WorkSource web site.  | <a href="#">WorkSource Monthly Job Inserts Report</a> from WorkSource Automailer - <b>Total Jobs Added - WorkSource</b> (Report automatically emailed)  |
| New AJB Jobs  | New jobs posted on the AJB web site.  | <a href="#">WorkSource Monthly Job Inserts Report</a> from WorkSource Automailer - <b>Total Jobs Added - America's Job Bank</b> (Report automatically emailed)  |
| New SKIES Jobs  | New SKIES job orders on the Go2WorkSource web site.   | <a href="#">WorkSource Monthly Job Inserts Report</a> from WorkSource Automailer - <b>Total Jobs Added - SKIES</b> (Report automatically emailed)   |
| Total Active WS Jobs                                    | Total number of currently active jobs posted on the Go2WorkSource web site.   | <a href="#">WorkSource Job Totals Snapshot Report</a> from WorkSource Automailer - <b>WorkSource Washington - Open</b> (Report automatically emailed)   |
| Total Active AJB Jobs                                   | Total number of currently active jobs posted on the AJB web site.   | <a href="#">WorkSource Job Totals Snapshot Report</a> from WorkSource Automailer - <b>America's Job Bank - Open</b> ((Report automatically emailed)   |
| Total Active SKIES Jobs                                 | The total number of active SKIES job orders on the Go2WorkSource web site as of the end of the month posted by WorkSource staff in SKIES  | <a href="#">WorkSource Job Totals Snapshot Report</a> from WorkSource Automailer - <b>SKIES - Open</b> (Report automatically emailed)   |
| Total Active BCC Jobs                                   |   | <a href="#">WorkSource Job Totals Snapshot Report</a> from WorkSource Automailer - <b>Bellevue Community College - Open</b> (Report automatically emailed)  |
| Total Active UW Jobs                                    |   | <a href="#">WorkSource Job Totals Snapshot Report</a> from WorkSource Automailer - <b>UW Alumni Association - Open</b> (Report automatically emailed)   |
| Total Active WorkFirst Jobs                             |   | <a href="#">WorkSource Job Totals Snapshot Report</a> from WorkSource Automailer - <b>WorkFirst - Open</b> (Report automatically emailed)   |
| <b>Total Unsuppressed (Active WS + Active AJB) Jobs</b> | (Total Actice WS Jobs) + (Total Active AJB Jobs) The total number of active jobs as of the end of the month posted by Go2WorkSource and AJB registered employers. All WorkSource and AJB jobs are unsuppressed. | Calculation   |
| <b>Total Jobs (Active SKIES + Unsuppressed)</b>         | (Total Active SKIES Jobs) + (Total Unsuppressed Jobs)   | Calculation   |
| New WS Resumes  | Number of new resumes posted on the Go2 WorkSource web site.  | <a href="#">WorkSource Monthly Seeker Report</a> from WorkSource Automailer - <b>Inserted Resumes</b> (Report e-mailed Automatically by Chris Durkin)   |
| Total Active WS Resumes                                 | Includes new resume postings and resumes which have been updated within the given time period on the Go2WorkSource web site.  | <a href="#">WorkSource Monthly Seeker Report</a> from WorkSource Automailer - <b>Total Active Resumes</b> (Report e-mailed Automatically by Chris Durkin)   |
| WS Employers Posting Jobs                               | Total number of employers listing jobs on the Go2WorkSource web site.   | <a href="#">WorkSource Monthly Job Inserts Report</a> from WorkSource Automailer - <b>Employers Listing Jobs</b> - (Add up all WorkSource Employers Listing Jobs) (Report e-mailed automatically by Chris Durkin) |

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| Total WS Employers          | Total number of employers registered on the Go2WorkSource web site.   | <a href="#">WorkSource Totals Active Employers Snapshot Report</a> from WorkSource Automailer - <b>Active Employers</b> (Report e-mailed Automatically by Chris Durkin) |
| New WS Seeker Registrations | Number of new job seekers registered on the Go2WorkSource web site during the month.  | <a href="#">WorkSource Monthly Seeker Report</a> from WorkSource Automailer - <b>New Seekers</b> (Report e-mailed Automatically by Chris Durkin)                        |
| Total WS Seekers Registered | Total number of job seekers registered on the Go2WorkSource web site during the month. (The title for Total WS Seekers Registered is Inserted Resumes on the emailed report. This will change in Version 7.0) | <a href="#">WorkSource Monthly Seeker Report</a> from WorkSource Automailer - <b>Total Active Seekers</b> (Report e-mailed Automatically by Chris Durkin)               |
| User Sessions - Job Seeker  |   |   |
| Survey Responses            | Number of Job Seeker responses to an auto emailed survey from WorkSource  | <a href="http://esdw2ws.esd.wa.gov/staff/admin/adminhome.htm">http://esdw2ws.esd.wa.gov/staff/admin/adminhome.htm</a>   |
|                             |   | Reports - (Change Date) Surveys - Survey Average Ratings - Ratings by Month - Seekers (Find Month) Satisfactin Column   |
| Average Survey Rating       | Average Survey Rating - The average score of each of the survey questions, then dividing by the number of survey questions.   | <a href="http://esdw2ws.esd.wa.gov/staff/admin/adminhome.htm">http://esdw2ws.esd.wa.gov/staff/admin/adminhome.htm</a>   |
|                             |   | Reports - (Change Date) Surveys - Survey Average Ratings - Ratings by Month - Seekers (Find Month) Satisfactin Column   |
| User Sessions - Employer    |   |   |
| Survey Responses            | Survey Responses - Number of employer responses to and auto emailed survey from WorkSource.   | <a href="http://esdw2ws.esd.wa.gov/staff/admin/adminhome.htm">http://esdw2ws.esd.wa.gov/staff/admin/adminhome.htm</a>   |
|                             |   | Reports - (Change Date) Surveys - Survey Average Ratings - Ratings by Month - Employers (Find Month) Satisfactin Column   |
| Average Survey Rating       | Average Survey Rating - The average score of each of the survey questions, then dividing by the number of survey questions.   | <a href="http://esdw2ws.esd.wa.gov/staff/admin/adminhome.htm">http://esdw2ws.esd.wa.gov/staff/admin/adminhome.htm</a>   |
|                             |   | Reports - (Change Date) Surveys - Survey Average Ratings - Ratings by Month - Employers (Find Month) Satisfactin Column   |